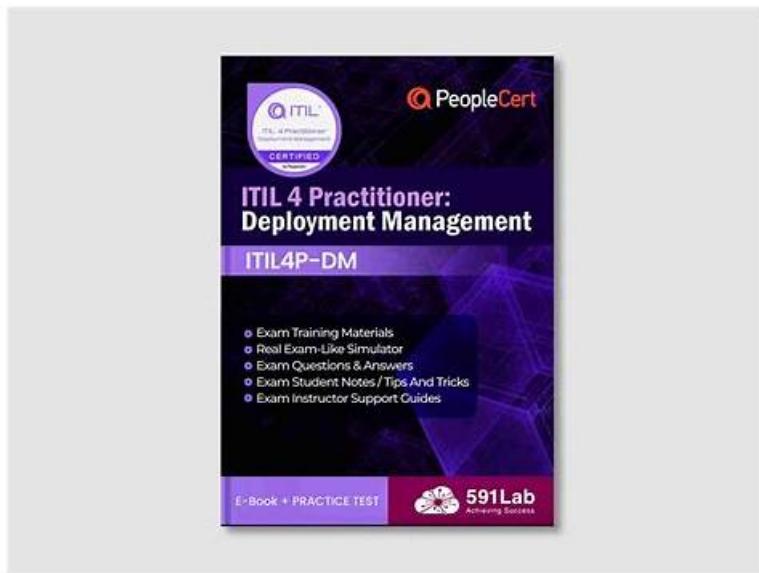


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Partners and suppliers: This section of the exam measures the skills of a Change Implementation Lead and examines the influence of partners and suppliers in the deployment process. It highlights the importance of effective collaboration and communication with external stakeholders to ensure that deployments are delivered according to expectations and with minimal risks.
Topic 2	<ul style="list-style-type: none">The ITIL Capability model: This section of the exam measures the skills of a Service Transition Manager and introduces how capability criteria contribute to developing and maturing Deployment Management practices. It focuses on aligning organizational capabilities with ITIL best practices to maintain consistency, quality, and effectiveness in service transitions.
Topic 3	<ul style="list-style-type: none">Information and technology: This section of the exam measures the skills of a Service Transition Manager and explores how technology and information systems support deployment activities. It covers how tools and digital platforms can enhance the planning, tracking, and execution of deployment efforts, ultimately contributing to more reliable and streamlined service rollouts.
Topic 4	<ul style="list-style-type: none">Practice success: This section of the exam measures the skills of a Change Implementation Lead and explains how to achieve success with Deployment Management through the application of ITIL guiding principles. It focuses on strategies that help establish a robust and value-driven deployment approach that aligns with business objectives and delivers measurable outcomes.

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q20-Q25):

NEW QUESTION # 20

[Apply Deployment Management Processes]

An organization is deploying new software and new servers to support a service that will be launched soon. Which TWO of these activities should the organization conduct as part of the 'verification of the service components' activity of the 'deployment lifecycle management' process?

Checking that the correct models of server have been supplied

Testing the software for defects

Creating a schedule for installing the new servers

Installing the new software to the newly installed servers

- A. 1 and 4
- B. 3 and 4
- C. 2 and 3
- D. 1 and 2

Answer: D

Explanation:

In ITIL 4, the 'verification of service components' activity within the deployment lifecycle management process ensures that delivered components meet specifications before deployment. The correct activities are:

Activity 1 (Checking that the correct models of server have been supplied): Part of verification, as it confirms that the hardware components match requirements.

Activity 2 (Testing the software for defects): Part of verification, as it ensures the software is functional and free of critical issues before deployment.

Activity 3 (Creating a schedule for installing the new servers): Incorrect, as scheduling is a planning activity, not verification.

Activity 4 (Installing the new software to the newly installed servers): Incorrect, as installation is part of the deployment execution, not verification.

NEW QUESTION # 21

[Engage with Stakeholders and Suppliers]

How will suppliers support the development of an organization's deployment management practice?

- A. Define the practice success factors for deployment management
- B. Develop value streams for the organization utilizing deployment management where appropriate
- C. **Advise on the selection of tools that can be used across the organization's value streams**
- D. Create deployment models based on those of other organizations

Answer: C

Explanation:

Suppliers play a key role in supporting deployment management by providing expertise, tools, and services that align with organizational needs. Option A is correct, as suppliers often advise on selecting tools that integrate with the organization's value streams, ensuring consistency and scalability in deployment practices.

Option A (Advise on the selection of tools that can be used across the organization's value streams): Correct, as suppliers have

industry knowledge and can recommend tools (e.g., CI/CD platforms) that enhance deployment efficiency across multiple value streams, aligning with ITIL 4's focus on value-driven tool selection.

Option B (Define the practice success factors for deployment management): Incorrect, as defining success factors is an internal responsibility of the organization, based on its goals and context, not a supplier's role.

Option C (Create deployment models based on those of other organizations): Incorrect, as deployment models should be tailored to the organization's unique needs, not copied from others, per ITIL 4's context-specific approach.

Option D (Develop value streams for the organization utilizing deployment management where appropriate): Incorrect, as developing value streams is an internal strategic activity, while suppliers typically provide support through tools or expertise, not by designing value streams.

NEW QUESTION # 22

[Understand the Key Concepts of Deployment Management]

An IT service provider is using continuous integration and is considering the introduction of continuous delivery. Which is a benefit of this proposed change for the service provider?

- A. Deployments of software builds are scripted to allow for automation
- B. Developers spend less time fixing issues in their code
- C. Code is tested iteratively and frequently
- D. Users experience changes which are smaller and more frequent

Answer: D

Explanation:

Continuous delivery (CD) in ITIL 4 extends continuous integration (CI) by ensuring that every validated change is ready for deployment to production, enabling smaller and more frequent releases. The key benefit for users is that they experience changes which are smaller and more frequent (Option D), reducing risk, improving feedback cycles, and delivering value faster.

Option A (Developers spend less time fixing issues in their code): Incorrect, as while CD may reduce some issues through automation, this is not its primary benefit, and CI already includes frequent testing to catch issues early.

Option B (Code is tested iteratively and frequently): Incorrect, as iterative and frequent testing is a feature of continuous integration, not a new benefit introduced by continuous delivery.

Option C (Deployments of software builds are scripted to allow for automation): Incorrect, as scripting and automation are part of both CI and CD pipelines, not a unique benefit of introducing CD.

Option D (Users experience changes which are smaller and more frequent): Correct, as CD enables rapid, incremental releases to production, directly benefiting users with faster and less disruptive updates.

NEW QUESTION # 23

[Apply Deployment Management Processes]

What should the organization keep in mind when planning improvements to deployment models?

- A. Deployment model updates should consider inefficient processes
- B. The impact of deployed software should not be considered when designing these models
- C. User resistance to updates is not a relevant factor to consider when designing deployment models
- D. The same deployment approach should be used for deployments of similar size

Answer: A

Explanation:

ITIL 4 emphasizes continual improvement in deployment management, which includes identifying and addressing inefficiencies in deployment models to enhance performance, reliability, and value delivery. Option D directly aligns with this principle by focusing on streamlining inefficient processes during model updates.

Option A (The impact of deployed software should not be considered when designing these models): Incorrect, as ITIL 4 stresses that the impact of deployments on services, users, and the organization is a critical consideration to ensure value and minimize disruption.

Option B (User resistance to updates is not a relevant factor to consider when designing deployment models): Incorrect, as user experience and acceptance are key factors in ITIL 4's value co-creation model, and resistance must be addressed to ensure successful deployments.

Option C (The same deployment approach should be used for deployments of similar size): Incorrect, as ITIL 4 advocates for context-specific deployment models tailored to the unique needs of each service or environment, not a one-size-fits-all approach.

Option D (Deployment model updates should consider inefficient processes): Correct, as improving deployment models involves

analyzing current processes, identifying bottlenecks or waste, and optimizing workflows to deliver greater value.

NEW QUESTION # 24

[Use Tools and Techniques for Deployment]

Which automation tools should be used to transport and install configuration items into a test environment?

- A. Deployment tools
- B. Service configuration management tools
- C. Environment configuration and management tools
- D. Work planning and prioritization tools

Answer: A

NEW QUESTION # 25

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